PENNINE ACUTE TRUST IMPROVES PATHOLOGY PERFORMANCE

SAP BusinessObjects

"CliniSys PathManager with SAP BusinessObjects XI enables Pennine Acute Trust Pathology Directorate to respond rapidly to changing demands for information resources across the NHS."
Gary Walton, Pathology IT Systems & Project Manager, Pennine Acute Pathology

CliniSys DIAGNOSTICS Intelligence

Industry
NHS

Business Pain
To respond to growing demands for information across the NHS, including detailed analysis to support continual improvements to the Pathology service.

Why PathManager
The ability to provide rapid access to information with in the Laboratory Information System is enabling the Pathology Directorate to provide scheduled and ad hoc reporting to stakeholders across the NHS.

SAP BusinessObjects Products & Services
SAP BusinessObjects XI

Partner
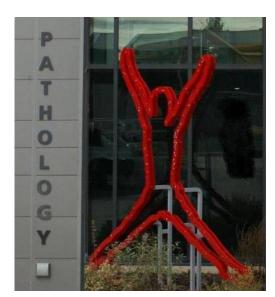CliniSys

CHALLENGE

Business Focused NHS

Pennine Acute Pathology Directorate provides comprehensive pathology services to a population of over 800,000, four hospitals and over 180 GP practices. The laboratory services comprise one 'central laboratory' at the Royal Oldham Hospital and three essential services laboratories at Fairfield General Hospital, North Manchester General Hospital and Rochdale Infirmary.

In recent years Pennine Acute Hospitals NHS Trust has invested over £17 million in state of the art pathology laboratory services to ensure the safe, fast and effective processing of samples and subsequent reporting in haematology and blood transfusion, clinical biochemistry, microbiology and cellular pathology.

Gary Walton, Pathology IT Systems & Project Manager, Pennine Acute Pathology Directorate, explains, "The nature of the NHS has changed, it is now very much more business focused. In order to plan and manage the business, operations, investments and staff and to meet the demands of the client base, the NHS needs to analyse activity in every conceivable manner."

He continues, "This fundamental change, combined with an increasing demand for our pathology services, highlighted the need for greater reporting abilities."

APPROACH

Enhance Reporting

Having already implemented the CliniSys LabCentre laboratory information system to improve the efficiency and accuracy of sample processing, after review, Pennine Acute decided to extend the solution with the tailored PathManager data warehouse and reporting system, developed using SAP BusinessObjects XI™.

"The CliniSys PathManager Data Warehouse is providing rapid access to information not previously readily accessible," explains Gary. "The functionality of PathManager enables scheduled reports to be automatically sent to recipients; provides the functionality to drill down to detailed levels of summary reports; and delivers much easier access to copious amounts of activity information required to refine Pennine Acute's pathology services as the need arises."

Staff across pathology have been trained to develop their own reports, creating a dynamic environment that can respond to the changing demands placed on the department.

Gary Walton continues, "Each Pathology discipline has specific requirements, with an IT Lead Technical Manager in charge of extracting and presenting data to match those needs. Each discipline extracts its own reports using the PathManager universe to support invoicing, reporting activity or provide activity summaries for the Pathology Dashboard."

RESULTS

Transforming Service Delivery

PathManager is providing Pennine Acute with the enhanced reporting features and functionality required to meet the fast growing demands for information from across the NHS – from the Department of Health (DoH), to Strategic Health Authority (SHA) and Primary Care Trust (PCT) to local clinics and GP services.

The Pathology Directorate processes 15 million tests per annum, ranging from simple blood tests to complex microbiology and cellular pathology. Speed of information provision is key, especially in areas such as cancer diagnosis where a clear care pathway has been created by the PCT to ensure patients begin treatment within a tight timeframe.

The adoption of PathManager has enabled Pennine Acute to significantly reduce its workload. Gary Walton says, "The ability to set up standard reports at scheduled intervals and to automatically send these reports to the specified recipients has been invaluable."

And whilst it is difficult to quantify the return on investment, Gary maintains, "The achievements made are of such a magnitude that management have no doubt that the system will pay for itself over and again. This is not only in time savings, but in hard cash terms such as cash flow and income preservation. There is also the constant redevelopment of services based upon the detailed activity summaries to reflect the needs and requirements of our clients."

The benefits of the adoption include:

- **Improved cash flow:** Supporting documentation for invoicing is easier and faster to generate which has enabled the Pathology Directorate to move from a quarterly to monthly invoice generation process, significantly improving cash flow.

- **Greater Efficiency:** Automated scheduling of standard periodic reports about activity across each pathology discipline ensures senior staff are now far more efficient. Rapid response is ensuring that key targets for care provision are met, examples include the provision of information to the cancer networks to ensure care protocols are urgently initiated; providing key information for the Department of Health on important infections such as MRSA and Swine Flu; and the monitoring of turnaround times for laboratory tests required in A&E to ensure emergency access targets are met.

- **On demand information:** The development of ad hoc reports is completed in a timely manner and in a format to meet the needs of each pathology discipline. For example, workload analysis aids decision making regarding outsourcing tests or setting up a third party contract.

- **Strategic Drive:** The Pathology Directorate now has a basis upon which the Pathology Services can be redefined to reflect the changing needs of its service users. Furthermore, analysis of demand patterns is enabling the Directorate to redesign staff shifts in order to maximise efficiency and improve response times.

- **Statutory Reporting:** Pennine Acute has significantly reduced the overhead associated with statutory reporting by using SAP BusinessObjects XI to automatically schedule and run reports.

ABOUT CliniSys

The CliniSys Group has been successfully developing and delivering laboratory IT systems for over 20 years. The company is an SAP BusinessObjects partner with offices across the UK and Europe.

www.clinisys.co.uk